9. CENTRAL OFFICE SERVICES

9.1 DIAL SWITCHING SYSTEMS (Cont'd)

9.1.17 CENTREX 21 SERVICE

A. Description

1. Centrex 21 Service is a flat rate, non-blocked business service for customers with 3 to 50 station lines. Centrex 21 Service is furnished only from a Stored Program Controlled central office offered subject to the availability of facilities and applicable generic feature programs and will not be available in a 2BESS Central Office. Centrex 21 consists of standard features which are available to all station lines in the shared customer group where available. A Centrex 21 customer has a choice of having the features delivered via analog lines and/or 2B+S ISDN lines. Optional features are also available.   (C)

2. The Centrex 21 standard feature package includes the following features depending upon the serving central office:

FEATURE	ANALOG	ELECTRONIC KEY
• Primary DN	X	X
• Secondary DN	–	X
• Multiple Shared Call Appearances of a DN	–	X
• Call Drop	–	X
• Call Exclusion	–	X
• Call Forwarding - Busy Line	X	X
• Call Forwarding - Don't Answer	X	X
• Call Forwarding - Variable	X	X
• Call Hold	X	X
• Calling Identity Delivery on Call Waiting Number	X	–
• Call Pickup	X	X
• Call Transfer	X	X
• Call Waiting	X	–
• Caller Identification Number	X	–
• Conference Calling		
- 3-Way	X	X
- 6-Way	X	X
• Display	–	X

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9. CENTRAL OFFICE SERVICES

9.1 DIAL SWITCHING SYSTEMS
9.1.17 CENTREX 21 SERVICE
A.2. (Cont'd)

FEATURE	ANALOG	ELECTRONIC KEY
• Individual Line Billing	X	X
• Intercept	X	X
• Incoming Calling Identification	–	X
• Message Waiting Service		
- Audible	X	X
- Visual	X	X
• Speed Calling	X	X
• Standard Configuration Group	–	X

3. Centrex 21 optional features include the following features depending upon the serving central office:

FEATURE	ANALOG	ELECTRONIC KEY	
• Additional Secondary Directory Number	–	X	
• Analog Call Appearance	–	X	
• Call Park	X	–	
• Caller Identification Name and Number	X	–	(N) (N)
• 2B+D (Circuit Switched Data)	–	X	
• Electronic Business Set	X	–	
• Nonstandard Configuration Group	–	X	
• Remote Access Forwarding	X	–	(N)
• Scheduled Forwarding	X	–	
• Wireless Extension	X	–	(N)

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9. CENTRAL OFFICE SERVICES

9.1 DIAL SWITCHING SYSTEMS
9.1.17 CENTREX 21 SERVICE (Cont'd)

B. Terms and Conditions

1. Each Centrex 21 station line will include the standard features as appropriate. Each station line will be equipped with Direct Dialing/Originating Terminating, Hunting, and Touch-Tone. The Feature Package standard features may be selected on a line-by-line basis as determined jointly by the customer and the Company.

2. Electronic Business Set will be provided from a DMS-100 Central Office and only where facilities permit.

3. Each electronic set must be associated with a Primary Directory Number. In addition, an Electronic Business Set interface card is required.

4. Electronic Business Set is subject to a 1.5 mile limitation from the central office.

5. Electronic Business Set is only available on Centrex 21 main station lines. Main station lines with electronic sets cannot have extension stations; however, the primary directory number associated with the main station line can appear as a secondary appearance of a primary directory number on other main station lines.

6. In order for Wireless Extension to work, the customer's wireless carrier must utilize technology that links their network to the Company's network and provides the wireless handset status to the Company upon request. It will be the customer's responsibility to know whether their wireless carrier provides this data.   (N)

(N)

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9. CENTRAL OFFICE SERVICES

9.1 DIAL SWITCHING SYSTEMS
9.1.17 CENTREX 21 SERVICE (Cont'd)   (N)

C. Standard Service Feature - Description

Primary Directory Number (PDN)[1]

Each terminal is assigned one Primary Directory Number. If more than two terminals are attached to a Basic Rate Access Connection, additional Primary Directory Numbers will be required. The maximum allowable number of Call Appearances (PDN, SDN or shared) will be determined by the CPE and configuration groups selected.

Secondary Directory Number (SDN)

A Secondary Directory number is any directory number, other than the Primary Directory Number, assigned to an ISDN terminal. The standard package includes one SDN. The maximum allowable number of Call Appearances (PDN, SDN or shared) will be determined by the CPE and configuration groups selected.

Multiple Shared Call Appearances of a Directory Number [2]

This feature allows several station sets to share one or more Call Appearances of a particular directory number (PDN or SDN). The originating and terminating events on one station set affects all stations that share Call Appearances for a particular directory number. The shared directory number can have up to eight Call Appearances. Multiple calls can exist on one directory number and more than one station sharing the directory number can have a call active on the shared directory number.

[1] Customers may choose from any of the existing standard configuration groups for their system.

[2] On a DMS-100 Central Office, this feature requires MADN as well.

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Effective: 2-16-97

9. CENTRAL OFFICE SERVICES

9.1 DIAL SWITCHING SYSTEMS
9.1.17 CENTREX 21 SERVICE (N)
   C. Standard Service Feature - Description (Cont'd)

Call Drop

This feature allows the user (who is the controller of a call) to drop the last party that was added to a conference call. Also, this feature allows a user to disconnect a 2-party call.

Call Exclusion

Manual Call Exclusion restricts other stations from picking up a call on hold or bridging onto an active call at that station.

Call Forwarding Busy Line

Provides for forwarding of "all" calls to a preselected telephone number when the called station is busy.

Call Forwarding Don't Answer

Provides for forwarding of "all" calls to a preselected telephone number, when the called station does not answer after a predetermined number of ringing cycles.

Call Forwarding-Variable

Allows a user to automatically forward "all" calls to any other number.

Call Hold[1]

Allows a station user to hold any call in progress by dialing a code.

Calling Identity Delivery on Call Waiting - Number[2,3]

Provides calling number delivery following the call waiting tone.

Call Pick-Up

Enables a station user to answer calls directed to other specified stations by dialing a special code.

[1]   Provided by proprietary CPE on ISDN.
[2]   Requires CPE that has a display.
[3]   Not available from DMS-10, DMS-100, and AXE -10 Central Offices.

9. CENTRAL OFFICE SERVICES

9.1   DIAL SWITCHING SYSTEMS
9.1.17   CENTREX 21 SERVICE   (N)
  C.   Standard Service Feature - Description (Cont'd)

Call Transfer

Allows a station line user to transfer any established call to another station line
without the assistance of an attendant. This feature also utilizes the switchhook to
put a caller on consultation hold.

Call Waiting

• Terminating - All Calls

  - Allows for a Centrex 21 station user who is engaged in a telephone
    conversation to be alerted via an audible tone that a call is waiting if the called
    station line is busy.

• Cancel Call Waiting

  - Permits a Call Waiting customer to inhibit the call waiting operation for one
    call through the use of a cancel call waiting code.

Caller Identification - Number[1]

Provides visual indication of the calling number from an outside party, assuming the
incoming call has calling party number associated with it and the originating caller
has not blocked presentation of calling party number.

Conference Calling

Allows a station user to establish conference connections without the aid of
attendant or operator assistance. 3-Way allows a station in the talking state to add
a third party to the call; 6-Way allows a station user to add up to five other parties.

Direct Dialing/Originating Terminating

Allows station users to place or receive calls.

Display[1]

Identifies incoming internal (i.e., intrasystem-system) calls by phone number and
call type (e.g., internal, external, forwarded). This feature identifies why calls have
forwarded from a specific number (e.g., busy, no answer). Requires electronic set
equipped with appropriate alphanumeric LCD.

[1]   Requires CPE that has a display.

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9. CENTRAL OFFICE SERVICES

9.1   DIAL SWITCHING SYSTEMS
9.1.17   CENTREX 21 SERVICE   (N)
  C.   Standard Service Feature - Description (Cont'd)

Hunting

- Automatically re-routes incoming calls to other lines when the calls encounter busy lines. Hunting groups provide a software-defined search for an available Call Appearance to which a call can be completed. A hunt group member is defined as a set of Call Appearances at the ISDN station.

    - Multi-Line Hunt Group (MLHG) - provides a sequential hunt over the members in the Multi-Line Hunt Group. When a Call Appearance is busy, the system sequentially hunts only the members following the member associated with the dialed number.

    - Circular Hunting - allows all lines in a multi-line hunt group to be tested for busy, regardless of the point of entry into the group. When a call is made to a line in a Multi-Line Hunt Group, a regular hunt is performed starting at the station associated with the dialed number. It continues to the last station of the Multi-Line Hunt Group then proceeds to the first station in the group and continues to hunt sequentially through the remaining lines in the group.

    - Series Completion - this feature allows calls made to a busy directory number to be routed to another specified directory number. The series completion hunting begins with the originally dialed member of the series completion group and searches for an idle directory number from the list of directory numbers.

Individual Line Billing

Toll calls are billed directly against the line placing the call.

Intercept

Disconnected or unassigned lines can be advised of a new number or given a disconnect recording.

9. CENTRAL OFFICE SERVICES

9.1   DIAL SWITCHING SYSTEMS
9.1.17   CENTREX 21 SERVICE   (N)
  C.   Standard Service Feature - Description (Cont'd)

Incoming Calling Identification[1]

Provides user with visual feedback concerning the calling number from an outside
party, assuming they do not have Call Blocking, when the electronic set is equipped
with appropriate alphanumeric LCD. Name is not available with ISDN.

Message Waiting Service

* Audible Waiting Indication - when a user goes off hook a stutter dial tone is
  provided to indicate a message is waiting.

* Visual Waiting Indication - provides a message waiting indication on an
  electronic set via a message waiting lamp.[2]

Speed Calling

Allows a user to place calls to a list of frequently dialed numbers by dialing a one
digit speed calling code for a 6 number list, or a 2 digit speed calling code for a 30
number list.

Standard Configuration Group

The standard system design allows users to select from a variety of predetermined
configuration groups to support ISDN terminals.

Touch-Tone

Allows for Customer provided equipment to place calls on their Centrex 21 system
using Dual-Tone Multi Frequency dialing.

[1]   Requires CPE that has a display.

[2]   Visual waiting indication available with special CPE.

9. CENTRAL OFFICE SERVICES

9.1   DIAL SWITCHING SYSTEMS
9.1.17   CENTREX 21 SERVICE (Cont'd)   (N)

D.   Optional Service Feature - Description

Additional Secondary Directory Number (SDN)

Allows more than one Secondary Directory Number to be assigned to an ISDN
terminal.

Analog Call Appearance

This feature enables analog station users to share their call appearance on a user's
ISDN station set. All Analog Call Appearances must be provisioned from the
Centrex 21 central office that is providing the ISDN services. One appearance, per
number, per terminal is allowed.

Call Park

Allows a user to hold or "Park" a call by dialing a code that can be retrieved from
any station by dialing another code.

9. CENTRAL OFFICE SERVICES

9.1   DIAL SWITCHING SYSTEMS
9.1.17   CENTREX 21 SERVICE   (N)
   D.   Optional Service Feature - Description (Cont'd)

Electronic Business Set

Electronic Set Service permits the use of special electronic station sets with Centrex Plus Service. This service utilizes a unique line card to provide communications control for the electronic station set.

The customer-provided electronic set is a touch-tone station that provides programmable keys for features and additional numbers. It is served from the central office by a main or extension station line. It has assignable keys for station line pick-ups or features. Electronic sets and adjunct modules are provided by the customer.

- Multiple Appearance Directory Number (MADN)

   - A directory number assigned to more than one electronic station set.

- Software Numbers

   - Software numbers are numbers which do not require an additional station line. These numbers share the facilities of the primary directory listed number. Variations of software numbers are:

   - Primary Appearance - The first appearance of a software number on a key.

   - Secondary Appearance - The second appearance of a software number on a key. The secondary software number can be on the same station or a different station.

   - Single Appearance - A software number that appears only on one station and one key.

Nonstandard Configuration Group

Allows customers to purchase additional configuration groups (beyond the five standard configuration groups provided) to support ISDN terminals.

9. CENTRAL OFFICE SERVICES

9.1 DIAL SWITCHING SYSTEMS

9.1.17 CENTREX 21 SERVICE (Cont'd)

D. Optional Service Feature - Description(Cont'd)

<u>Caller Identification - Name and Number[1]</u>   (N)

Allows for the automatic delivery of a calling party's name and telephone number (including nonpublished and nonlisted telephone numbers) to the called customer, which gives the called customer an opportunity to decide whether to answer the call immediately or not. The name and number are displayed on customer provided equipment.

<u>Scheduled Forwarding[1]</u>

Allows all incoming calls to be forwarded to another telephone number. It allows a customer to remotely change the termination of their incoming calls and base the termination upon a time schedule. From any tone signaling telephone, the customer can activate, deactivate, or change the times, days and destination numbers.

<u>Wireless Extension[1]</u>

A wireline forwarding service that works with a customer's wireless service. When a call is placed to the wireline number, it is automatically forwarded to a designated wireless number if the handset is turned on. If the wireless handset is turned off or is busy, the call rings at the wireline number and is not forwarded. In addition, any call coming from the designated wireless number to the wireline number will not be forwarded back to the wireless number.

<u>Remote Access Forwarding (Call Following)[1]</u>

Allows all incoming calls to be forwarded to another telephone number. It allows the customer to remotely change the termination of their incoming calls. From any tone signaling telephone, the customer can activate, deactivate, or change the destination number.

[1] For Terms and Conditions see 5.4.3.

NOTICE

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9. CENTRAL OFFICE SERVICES

9.1 DIAL SWITCHING SYSTEMS
9.1.17 CENTREX 21 SERVICE (CONT'D)   (N)

E. Rates and Charges

1. Centrex 21 Analog Feature Package[1]

                                                        USOC

- Month-to-Month Feature Package   FPKXX
- Rate Stabilized Feature Package   FPKXR

	NON-RECURRING CHARGE	MONTH TO MONTH	MONTHLY RATE 12 TO 36 MONTHS	MONTHLY RATE 37 TO 60 MONTHS
- Feature Package, each	–	$14.84	$5.31	$3.63

2. Centrex 21 ISDN Feature Package[1]

                                                        USOC

- Month-to-Month Feature Package   FPK1X
- Rate Stabilized Feature Package   FPK1R

	NON-RECURRING CHARGE	MONTH TO MONTH	MONTHLY RATE 12 TO 36 MONTHS	MONTHLY RATE 37 TO 60 MONTHS
- Feature Package, each	–	$17.00	$14.25	$11.50

[1] Requires a Centrex 21 Station Line as found in 9.1.17 of the Exchange and Network Services Tariff.

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9. CENTRAL OFFICE SERVICES

9.1   DIAL SWITCHING SYSTEMS
9.1.17   CENTREX 21 SERVICE   (N)
  E.   Rates and Charges (Cont'd)

   3. Miscellaneous Charges

      • Nonrecurring charges apply, per Centrex 21 station line, per customer group.

	USOC	NONRECURRING CHARGE
- Feature Activation / Deactivation within a Standard Feature Package subsequent to initial Installation	REAFM	$ 5.00

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9. CENTRAL OFFICE SERVICES

9.1 DIAL SWITCHING SYSTEMS
9.1.17 CENTREX 21 SERVICE
E. Rates and Charges (Cont'd)

   4. Optional Service Features

	USOC	NONRECURRING CHARGE	MONTHLY RATE	
a. Additional Secondary Directory Number (SDN)				
• Per station line	A6QPN	$14.50	$1.00	
b. Analog Call Appearance				
• Per number, per terminal	MAZ	14.50	1.00	
c. Call Park				
• Per station line	C4Z	6.25	1.00	
d. 2B+D (Circuit Switched Data)	[1]	[1]	[1]	
e. Caller Identification Name and Number[2]				(N)
• Per line	NNK	–	3.50	
f. Remote Access Forwarding[2]				
• Per line	AFD	–	6.95	
g. Scheduled Forwarding[2]				
• Per line	ATF	–	7.95	
h. Wireless Extension[2]				
• Per line	HME	–	4.95	(N)

[1] See USOC's, rates and charges found in 14.2.1 of the Exchange and Network Services Tariff for Single Line ISDN Service.
[2] Only offered under a rate stabilized basis.   (N)

9. CENTRAL OFFICE SERVICES

9.1 DIAL SWITCHING SYSTEMS
9.1.17 CENTREX 21 SERVICE
E.4. (Cont'd)

	USOC	NONRECURRING CHARGE	MONTHLY RATE	
i. Electronic Business Set				(T)
• Electronic set service interface, per main station line[1]	PP3	[2]	[2]	
• Primary appearance of a software number	SO3	[2]	[2]	
• Subsequent appearance of a software number	SO5	[2]	–	
• Single appearance of a software number	SFB	[2]	[2]	
• Adjunct module, per module[3]	C2TAX	[2]	[2]	
j. Nonstandard Configuration Group				(T)
• Per configuration group, per system	N3CPG	$14.50	–	

[1] Includes electronic set service standard features.

[2] See rates and charges for Electronic Set Service found in 9.1.16

[3] In addition, rates and charges specified above for primary directory number appearances and software number appearances apply.

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9. CENTRAL OFFICE SERVICES

9.1   DIAL SWITCHING SYSTEMS (Cont'd)

9.1.18   CENTREX *PRIME* SERVICE   (N)

   A.   Description

     1.   Centrex *PRIME* service is a switched business communications service furnishing connections between a central office based switching system and the network interface which serves end user customer terminals. Centrex *PRIME* service is a multi-media platform which delivers integrated Video, Voice, Image and Data services to customers.

     2.   Centrex *PRIME* service includes analog (basic) or ISDN (digital) station lines which may be provided utilizing various technological designs. The arrangements of these station lines will vary for each customer depending on the number of connections to a location, the desired technology, available technology, operating limitations, e.g. distance from a serving central office. A group of station lines is translated for an individual common block and is provided common access to a predetermined group of system features. Optional features are also available.

     3.   Customers select Centrex *PRIME* station lines based upon an Basic or ISDN alternative. The standard set of features provided varies depending on the alternative selected, and the available central office technology. A list of standard features for each alternative and central office technology is available on a separate list provided by the Company.

     4.   The ISDN alternative consists of three distinct channels per station line: one or two B (Bearer) channels and one D (Delta) channel (2B+D). ISDN is also available in a 2B+S configuration. The ISDN alternative may be provisioned as either Custom[1] or National. The ISDN alternative conforms to internationally developed, published, and recognized standards generated by the International Telecommunications Union (formerly CCITT).

[1]   Custom ISDN is only available from an 5ESS Central Office.

9. CENTRAL OFFICE SERVICES

9.1 DIAL SWITCHING SYSTEMS

9.1.18 CENTREX *PRIME* SERVICE

A. Description (Cont'd)

5. Centrex *PRIME* standard features are packaged as follows. The station lines include the standard feature package selected by the customer, and applies on a per station basis.

FEATURE	BASIC	CUSTOM ISDN	NATIONAL ISDN	
• Primary DN	X	X	X	
• Secondary DN	–	X	X	
• Multiple Shared Call Appearances of a DN	–	X	X	
• Automatic Callback	X	X	X	
• Call Drop	–	X	X	
• Call Exclusion	–	X	X	
• Call Forwarding - Busy Line	X	X	X	
• Call Forwarding - Don't Answer	X	X	X	
• Call Forwarding - Variable	X	X	X	
• Call Hold	X	X	–	
• Call Park	X	–	–	
• Call Pickup	X	X	X	
• Call Transfer	X	X	X	
• Call Waiting	X	–	–	
• Caller Identification Name and Number	X	–	–	(C) (C)
• Calling Identity Delivery on Call Waiting - Number	X	–	–	
• Centrex Management System[1]	X	X	X	
• Conference Calling				
- 3-Way	X	X	X	
- 6-Way	X	X	X	
- Meet Me	X	–	–	
- Preset	X	–	–	
• Data Call Protection	X	–	–	
• Direct Dialing/Originating Terminating	X	X	X	
• Display	–	X	X	

[1] Although a standard feature, selection of this feature could result in additional (T)
nonrecurring charges.

9. CENTRAL OFFICE SERVICES

9.1   DIAL SWITCHING SYSTEMS
9.1.18   CENTREX *PRIME* SERVICE   (N)
A.5. (Cont'd)

FEATURE	BASIC	CUSTOM ISDN	NATIONAL ISDN
• Distinctive Ringing/ Distinctive Call Waiting Tone	X	–	–
• Directed Call Pickup			
- Barge-in	X	X	X
- Non Barge-in	X	X	X
• Executive Busy Override	X	–	–
• Hunting	X	X	X
• Individual Line Billing	X	X	X
• Intercept	X	X	X
• Inspect	–	X	–
• Incoming Calling Identification	–	X	X
• Intrasystem Calling	X	X	X
• Intercom			
- 1, 2 digit	X	X	X
- Automatic	–	X	X
• Last Number Redial	X	–	–
• Make Set Busy	X	–	–
• Message Waiting Service			
- Attendant Activation	–	X	–
- Audible	X	X	X
- Visual	X	X	X
• Multiple Appearance Directory Number (MADN)	X	–	X
• Network Speed Call	X	–	–
• Night Service (Trunk Answer any Station)	X	X	X
• Outgoing Calling Line ID	–	X	X
• Outgoing Trunk Queuing	X	X	X
• Priority Calling			
- Incoming	–	X	–
• Ringing Option			
- Abbreviated	–	X	X
- Delayed	–	X	X
- Normal	–	X	X

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9. CENTRAL OFFICE SERVICES

9.1   DIAL SWITCHING SYSTEMS
9.1.18   CENTREX *PRIME* SERVICE
A.5. (Cont'd)

FEATURE	BASIC	CUSTOM ISDN	NATIONAL ISDN
• Speed Calling			
- 1 & 2 digit list	X	X	X
• Standard Config. Group	–	X	X
• Station Message Detail			
Recording (SMDR)[1]	X	X	X
• Subaddress Reservation			
- Origination	–	X	–
- Termination	–	X	–
• Terminal Group			
Line Restrictions	X	X	X
• Terminal Management	–	X	–
• Touch-Tone	X	X	X

[1] Although a standard feature, selection of this feature could result in additional   (T)
nonrecurring charges.

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9. CENTRAL OFFICE SERVICES

9.1 DIAL SWITCHING SYSTEMS
9.1.18 CENTREX *PRIME* SERVICE
  A. Description (Cont'd)

     6. Centrex *PRIME* Optional Service Features

- Account Codes
- Additional Secondary DN
- Additional X.25 Port Options
  - Closed User Group
  - Incoming Calls Barred
  - Additional Logical Channel
  - Outgoing Calls Barred
  - Permanent Virtual Circuit
  - Reverse Charge Acceptance
  - Reverse Charge Option
- Analog Call Appearance
- Attendant Access Line Service
- Authorization Codes
- Automatic Route Selection (ARS)
  - Expensive Route Warning Tone
  - Facility Restriction Level
  - Time of Day Control
- B-Channel Packet Switching
- Call Exclusion - Automatic
- Call Forward Don't Answer/Call Forward Busy Customer Programmable
- Call Forwarding via Private Facilities
- Custom Calling Services

                                                                          (D)

  - Continuous Redial
  - Call Trace
  - Selective Call Forwarding
  - Priority Call
  - Last Call Return
  - Selective Call Rejection
- Digital Facility Interface
- Direct Inward System Access (DISA)

                                                                          (D)

9. CENTRAL OFFICE SERVICES

9.1 DIAL SWITCHING SYSTEMS

9.1.18 CENTREX *PRIME* SERVICE   (N)

  A.6. (Cont'd)

- Electronic Key Set Option Package[1]
  - Auto Answer Back
  - Automatic Dial
  - Automatic Line
  - Business Set Call Forward Per Key
  - Business Set Inspect Key
  - Call Forward Reason Display
  - Caller Identification - Name
  - Direct Station Selection/Busy Lamp Field
  - Display Called Number
  - Display Calling Number
  - Executive Message Waiting
  - Fast Transfer
  - Group Intercom
  - Group Intercom All Calls
  - Key Short Hunt
  - Last Number Redial Set
  - MADN (Multiple Appearance Directory Number)
  - Message Center
  - Message Waiting Set
  - Music on Hold - Electronic Set
  - Originating/Terminating Line Select
  - Privacy Release
  - Query Time
  - Station Camp-On
- Hot Line (Direct Connect)[2]
- Loudspeaker Paging (Trunk Access)
- Message Waiting Visual
- Music on Hold
- Music on Hold System
- Nonstandard Configuration Group
- Time of Day NCOS (Network Class of Service) Update
- Time of Day Routing
- Trunk Verification From Designated Station
- Uniform Call Distribution
- Uniform Call Distribution Hunt for Circuit Switched Data

[1]   Available only from a DMS-100 Central Office. Rates and charges for this option are in addition to the rates and charges for the Basic station lines.

[2]   Available on Basic station lines only.

NOTICE

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9. CENTRAL OFFICE SERVICES

9.1   DIAL SWITCHING SYSTEMS
9.1.18   CENTREX *PRIME* SERVICE (Cont'd)   (N)

B. Definitions

Feature Packages

A basic package is provided universally and an Electronic Key Set Option is available in DMS-100 switches. All offices where ISDN is available, will offer a standard National ISDN package. A Custom ISDN package is available in 5ESS switches only. Feature packages and optional features are on a per station basis unless otherwise noted.

Customer Location

For service connection purposes, location is defined as the site where the Company's facilities meet with the customer's facilities.

The term "primary location" means the continuous property of the customer which contains the attendant position or positions and the termination of the station lines associated with the primary listing. The term "secondary location" means each continuous property location which is noncontiguous with the primary location but is served by the same Centrex *PRIME* system as the primary location.

Property is considered continuous where it is all owned or leased by the customer and not separated by property occupied by others. Where a public thoroughfare, river, or railroad rights-of-way intersects or divides the property, it is considered continuous only if the customer provides a connecting passageway or conduit acceptable to the Company for its cables or wires.

System

A Centrex *PRIME* system is made up of one customer group. This customer group supplies the dialing pattern, code access, dialing plan and features to be accessed by the customer's station lines. The customer group supports direct inward dialed calls, originating calls, private network access, voice grade access, and equal access long distance calls via the carrier of the customer's choice.

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9. CENTRAL OFFICE SERVICES

9.1 DIAL SWITCHING SYSTEMS
9.1.18 CENTREX *PRIME* SERVICE (Cont'd)   (N)

C. Terms and Conditions

1. The optional feature Message Waiting Visual, offered from a DMS-100 Central Office will only be offered to existing Centrex/*CENTRON*/Centrex Plus customers converting to Centrex *PRIME* Service.

2. The quality of transmission for calls utilizing Call Forwarding or Conferencing may vary depending on the distance and routing involved. For an enhanced quality of transmission, data/line conditioning is available at appropriate rates and charges as found in 5.4.5 of the Exchange and Network Services Tariff.

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9. CENTRAL OFFICE SERVICES

9.1 DIAL SWITCHING SYSTEMS
9.1.18 CENTREX *PRIME* SERVICE (Cont'd)   (N)

   D.   Standard Service Feature - Description

Primary Directory Number (PDN)[1]

Each terminal is assigned one Primary Directory Number. If more that two terminals are attached to an ISDN station line, additional Primary Directory Numbers will be required. The maximum allowable number of Call Appearances (PDN, SDN or shared) will be determined by the CPE and configuration groups selected.

Secondary Directory Number (SDN)

A Secondary Directory number is any directory number, other than the Primary Directory Number, assigned to an ISDN terminal. The standard package includes one SDN. The maximum allowable number of Call Appearances (PDN, SDN or shared) will be determined by the CPE and configuration groups selected.

Multiple Shared Call Appearances of a Directory Number[2]

This feature allows several station sets to share one or more Call Appearances of a particular directory number (PDN or SDN). The originating and terminating events on one station set affects all stations that share Call Appearances for a particular directory number. The shared directory number can have up to eight Call Appearances. Multiple calls can exist on one directory number and more than one station sharing the directory number can have a call active on the shared directory number.

[1]   Customers may choose from any of the existing standard configuration groups for their system.

[2]   On a DMS-100 Central Office, this feature requires MADN as well.

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9. CENTRAL OFFICE SERVICES

9.1 DIAL SWITCHING SYSTEMS
9.1.18 CENTREX *PRIME* SERVICE   (N)
   D. Standard Service Feature - Description (Cont'd)

Automatic Callback

Provides an arrangement that permits a line user, when attempting an intercom (i.e., within the customer group) call to a busy line, to be automatically connected to that line when both the called and calling lines are subsequently idle.

Call Drop

This feature allows the user (who is the controller of a call) to drop the last party that was added to a conference call. Also, this feature allows a user to disconnect a 2-party call.

Call Exclusion

Manual Call Exclusion restricts other stations from picking up a call on hold or bridging onto an active call at that station.

Call Forwarding Busy Line[1]

Provides for forwarding of "incoming only" or "all" calls to a preselected telephone number, when the called station is busy.

Call Forwarding Don't Answer[1]

Provides for forwarding of "incoming only" or "all" calls to a preselected telephone number, when the called station does not answer after a predetermined number of ringing cycles.

Call Forwarding-Variable[1]

Allows a user to automatically forward "all" calls to any other number.

Call Hold

Allows a station user to hold any call in progress, by dialing a code.

[1] These features are also available for circuit-switched data calls at no additional charge.

9. CENTRAL OFFICE SERVICES

9.1   DIAL SWITCHING SYSTEMS
9.1.18   CENTREX *PRIME* SERVICE   (N)
    D.   Standard Service Feature - Description (Cont'd)

Call Park[1]

Allows a user to hold or "Park" a call by dialing a code that can be retrieved from any station by dialing another code.

Call Pick-Up

Enables a station user to answer calls directed to other specified stations by dialing a special code.

Call Transfer with Three-Way Calling/Consultation Hold

User can connect a third line to an established connection. A user can depress the switchhook, or ISDN set feature button, and consult in private with a third party and return to the original call by using only one line. A user of a line can transfer any established call to another line within or outside the Centrex *PRIME* System.

Call Waiting

- Dial Originating
  - Provides the ability for the originating station to invoke call waiting tone on selected calls by dialing the dial call waiting access code followed by the extension number of the station to be call waited.

- Originating
  - Allows a calling station to direct a call waiting tone toward a busy called station within the same system.

- Terminating
  - Allows for a Centrex *PRIME* station user who is engaged in a telephone conversation to be alerted via an audible tone that a call is waiting on an "incoming only" or "all" calls basis.

- Cancel Call Waiting
  - Allows a user with Call Waiting Terminating to inhibit the application of Call Waiting Tone for the duration of one call by dialing a code.

[1]   Only available as a standard feature from a DMS-100 Central Office.

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9. CENTRAL OFFICE SERVICES

9.1 DIAL SWITCHING SYSTEMS
9.1.18 CENTREX *PRIME* SERVICE
D. Standard Service Feature - Description (Cont'd)

Caller Identification - Name and Number[1,2]   (C)

Provides visual indication of the calling name and number from an outside party,
assuming the incoming call has calling party name and number associated with it
and the originating caller has not blocked presentation of calling party name and
number and compatible calling party is present.   (C)

Calling Identity Delivery on Call Waiting - Number[1,3]

Provides calling number delivery following the call waiting tone.

Centrex Management System (CMS)

• Description

CMS is a computer software program that provides the customer access to their
data base for the purpose of general data base inquiry, or to move, add, delete
and change features. In addition, CMS enables the customer to move and
change station lines and generate Basic Management Reports.

CMS is generally available in 1AESS, 5ESS, and DMS100 central offices. CMS
is activated on a per Centrex central office basis. When CMS is installed, a
customer specific database is created. Each database is assigned a distinct
customer identification name (Customer ID). This ID corresponds to the
customer's specific Centrex *PRIME* customer group. However, customers may
request a single ID for multiple customer groups within the same central office.

[1] Requires CPE that has a display.

[2] See 5.4.3 of the Exchange and Network Services Tariff for Terms and Conditions.   (N)

[3] Not available from DMS-10, DMS-100 and AXE -10 Central Offices.   (T)

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9. CENTRAL OFFICE SERVICES

9.1   DIAL SWITCHING SYSTEMS
9.1.18   CENTREX *PRIME* SERVICE
  D.   Standard Service Feature - Description (Cont'd)

- Feature List

   - Standard Features

     Basic Management Reports

     The ability to generate management reports regarding the customer's system. These reports vary by switch type and may change with software updates. The report function gathers current data only.   CMS does not keep a past history log.

     Bulk Change

     Allows customers to request the same feature change to be applied to multiple   (T)
     lines simultaneously.   (D)

     Database Synchronization

     The ability to update the CMS database station line information to agree with the information in the switch.

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9. CENTRAL OFFICE SERVICES

9.1   DIAL SWITCHING SYSTEMS
9.1.18   CENTREX *PRIME* SERVICE
  D.   Standard Service Feature - Description (Cont'd)

  Feature Move, Add, and Change

  The ability to perform station number changes and to move, add, or change most features on the system from customer-provided equipment located on the customer's premises.

  Transactions will either be put in a batch or priority transmission status. A batch transmission constitutes transactions scheduled for the current day or some future date. Priority functionality is described in standard features.   (C)

  CMS will process batch change requests, which have accumulated throughout the day during off-peak load hours, overnight, or at a customer-specified future date.   (C)

  Change request transactions can be created for station line numbers, authorization codes, automatic route selection, packet telephone numbers, and telephone number swaps. Depending on the type of change request, CMS will display different screens. CMS customers may manipulate most features and options displayed on a given screen. When the customer submits the changes, a pending record is created and CMS counts this change request as one single transaction. All change request transactions are cumulative; CMS tallies all daily transactions and will not process any transactions that exceed batch or priority parameter limits.

  The number of batch change request transactions that a customer can enter per effective date will be determined by the number of Centrex lines per database. Refer to the following table. Up to 60 pairs of telephone numbers can be swapped per day. These changes take place overnight or at some future date as determined by the customer.   (C)

                                    (C)

NUMBER OF LINES PER DATABASE	NUMBER OF BATCH	NUMBER OF BATCH DBSYNCHS	
			(N)
1 - 2000	100	10	
2001 - 4000	110	15	
4001 - 6000	120	20	
6001 - 8000	130	25	
8001 - 10000	140	30	
10001+	150	35	(N)

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9. CENTRAL OFFICE SERVICES

9.1   DIAL SWITCHING SYSTEMS
9.1.18   CENTREX *PRIME* SERVICE
  D.   Standard Service Feature - Description (Cont'd)

Inquiry

The ability to access a data base to review the status of station lines and features on the customer's system.

Network Manipulation

Dependent on central office switching technology, customers can manage a range of network features:

- 1AESS - can change the Facilities Restriction Level (FRL) on Electronic Tandem Service (ETS) station numbers.

- 5ESS - Automatic Route Selection (ARS) Active Pattern Group modifications, as well as Time of Day Routing, FRL, and Expensive Route Warning Tone.

- DMS100 - Network Class of Service (NCOS) modifications, as well as Time of Day Routing and Expensive Route Warning Tone.

Telephone Number Swaps

The ability to exchange all service option assignments and features from one station line to another.

(M)

(M)   Material moved to Sheet 67.30.

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9. CENTRAL OFFICE SERVICES

9.1   DIAL SWITCHING SYSTEMS
9.1.18   CENTREX *PRIME* SERVICE
  D.   Standard Service Feature - Description (Cont'd)

Priority Service   (M)

Allows customers to request priority transmission of transactions which are
then processed in the serving central office. This may be defined as same-day
service. The number of priority change transactions a customer may enter per
day will be determined by the number of Centrex lines per database Refer to   (C)
the following table. Up to 5 pairs of telephone numbers can be swapped per
day.

The Company does not guarantee specific time frames for completion of
priority transactions.   (C)(M

NUMBER OF LINES PER DATABASE	NUMBER OF BATCH	NUMBER OF BATCH DBSYNCHS	(N)
1 - 2000	20	10	
2001 - 4000	30	15	
4001 - 6000	40	20	
6001 - 8000	50	25	
8001 - 10000	60	30	
10001+	70	35	(N)

(M)   Material moved from Sheet 67.30.

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9. CENTRAL OFFICE SERVICES

9.1   DIAL SWITCHING SYSTEMS
9.1.18   CENTREX *PRIME* SERVICE
  D.   Standard Service Feature - Description (Cont'd)

- Optional Features   (M)

  The following optional features carry an additional one-time establishment charge.

  Custom Reports

  Customers can request Company personnel to create customized report formats for various aspects of their system. Once created, the custom report is stored in the customer's data base and can be utilized at any time.   (M)

  Packet Control Capability

  Gives Centrex customers with ISDN, the ability to manage their packet control features. Customers that subscribe to the Packet Control Capability can verify current and pending packet options, add, delete or change packet options and run reports regarding packet assignments.   (C)
                                                                      (D)(M1)

  System Partitioning

  The Company, upon the customer's request, can partition the Centrex customer group into separate databases representing different customer groups. Each partition is assigned a distinct customer identification name (Customer ID), and can be arranged to be accessible only to certain users designated by the customer.

(M)   Material moved from Sheet 67.29.

(M1) Material moved to Sheet 67.29.1.